

In support of this Petition, Public Service respectfully states the following:

1. The Company believes good cause exists to grant the waivers and relief requested in this Petition. The Company will be releasing a new My Account and mobile application from January 14 through 21, 2022 that will include (1) enhancements in design improvements in compliance with the Americans with Disabilities Act, as well as a more modern design, a mobile-first design, a design that is consistent whether working on the desktop website My Account or mobile website My Account, (2) increases in the speed of use of the My Account and mobile application, and (3) additional integration of the My Account and mobile application with other new Xcel Energy programs available within the My Account experiences. During the Waiver Period, multiple self-service payment channels may become unavailable due to internal outages of systems associated with the updates to the My Account and the mobile application.

2. Therefore, the Company is requesting a waiver from collecting late payment charges from all customers and classes subject to late payment charges during the Waiver Period.

3. Public Service requests the following temporary and partial variances during the Waiver Period from the following Gas Tariff Sheets:

Late Payments		
Tariff Sheet No.	Relevant Tariff Language	Requested Waiver for the Waiver Period
Residential Gas Service – Schedule RG		
14	<u>Payment and Late Payment Charge:</u> Bills for gas service are due and payable within fourteen (14) business days from date of bill... A maximum late payment charge of	Public Service seeks a waiver from its late payment charge provisions for Residential customers, as the Company will not assess late payment charges during the Waiver

	1.0% per month shall be applied to all billed balances for Commission jurisdictional charges that are not paid by the billing date shown on the next bill unless the balance is \$50 or less. The Company will remove the assessment of a late payment charge for one billing period, but not more frequently than once in any twelve-month period, at customer's request. The late payment charge will not apply to a billed security deposit, or in instances where a Company billing error is involved, or where complications arise with financial institutions in processing payments that are no fault of the customer, or where a customer is current on an active payment arrangement.	Period.
Residential Gas Outdoor Lighting Service – Schedule RGL (Residential Gas Lighting)		
15, 15A	<u>Payment and Late Payment Charge:</u> Identical verbiage as found on Sheet No. 14, quoted above.	Public Service seeks a waiver from its late payment charge provisions for Residential Gas Lighting customers, as the Company will not assess late payment charges during the Waiver Period.
Commercial – Small Gas Service – Schedule CSG		
16	<u>Payment and Late Payment Charge:</u> Bills for gas service are due and payable within fourteen (14) business days from date of bill. Any amounts in excess of fifty dollars (\$50.00) not paid on or before three business days after the due date of the bill shall be subject to a late payment charge of 1.5% per month.	Public Service seeks a waiver from its late payment charge provisions for Small Commercial gas sales customers, as the Company will not assess late payment charges during the Waiver Period.
Commercial – Large Gas Service – Schedule CLG		
17	<u>Payment and Late Payment Charge:</u> Identical verbiage as found on Sheet No. 16, quoted above.	Public Service seeks a waiver from its late payment charge provisions for Large Commercial gas sales customers, as the Company will not assess late payment charges during the Waiver Period.
Commercial Gas Outdoor Lighting Service – Schedule CGL		
18	<u>Payment and Late Payment Charge:</u> Bills for gas service are due and payable in	Public Service seeks a waiver from its late payment charge provisions for Commercial Gas Outdoor Lighting

	accordance with the Payment and Late Payment Charge provisions of the general service schedule under which the customer receives service. In the event that a customer is billed for lighting service separate from a general service schedule, Payment and Late Payment Charge provisions under the Commercial – Small Gas Service shall be applicable.	customers, as the Company will not assess late payment charges during the Waiver Period.
Interruptible Industrial Gas Service – Schedule IG		
19A	Payment and Late Payment Charge: Identical verbiage as found on Sheet No. 17, quoted above.	Public Service seeks a waiver from its late payment charge provisions for Interruptible Industrial gas sales customers, as the Company will not assess late payment charges during the Waiver Period.
Gas Affordability Program		
34C	Conditions of Service: e) With respect to payment default provisions, <u>a single missed, partial or late payment within any Program Year</u> shall not result in the automatic removal of a Qualified Customer from the Program. However, two or more missed, partial or late payments within any Program Year will result in the Company initiating its regular collection and Discontinuance of Service process.	Public Service seeks a waiver from the referenced language such that a customer will not be removed from the GAP for any missed, partial or late payments during the Waiver Period.
Gas Transportation Terms and Conditions – Billing and Payment		
T47	Payment and Late Payment Charge: Bills for Gas Transportation Service are due and payable within fourteen (14) Business Days from the date of the bill. If the customer fails to receive a bill, Transporter, upon request, will issue a duplicate. However, failure to receive a bill in no way exempts the customer from payment for service rendered. <u>Unless otherwise agreed in writing or unless otherwise waived by EBB posting, any amounts in excess of fifty dollars (\$50.00) not paid on or before nine (9) Business Days after the due date of the bill may be subject to a late payment charge of 1.5 percent per Month.</u>	Public Service seeks a waiver from its late payment charge provisions for all gas transportation customers, as the Company will not assess late payment charges during the Waiver Period.